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RECEIPT

March 25, 2002

RECEIVED - FCC

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

MAR 25 2002

Federal Communication Commission
Bureau/Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for February 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Year 1 through the January 2001 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

Attachment

Without Confidential Enclosures

cc: Mark Stone (w/o confidential enclosures)
Frank Hopwood (w/confidential enclosures)
Whitey Thayer (w/confidential enclosures)
Ellen Becker (w/confidential enclosures)

February 2002**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**BI-2- Timeliness of Carrier Bill**

Product	Month(s)	Comment
BI-2-01 (MD, VA, DC, WV only)	July 2000 – February 2002	CRIS Paper Carrier bills were omitted. Process will be corrected with the March 2002 data month.

PO-1- OSS Response Time

Product	Month(s)	Comment
Retail Web GUI PO-1-03, PO-1-05	February 16, 2002 – February 22, 2002	The Pre-Order TNS (Telephone Number Selection) and ADV (Address Validation) transactions were not included in the metrics. Process was corrected on February 23, 2002.

OR-1- Order Confirmation Timeliness**OR-2 – Reject Timeliness****OR-5 – Percent Flow-Through**

Product	Month(s)	Comment
UNE Specials, Trunks OR-1-04, OR-1-06, OR-1-12, OR-2-04, OR-2-06, OR-2-12, OR-5-01 (fBA-South only)	July 2000 – September 2001	Issue previously documented in the February 25, 2002 cover letter should have included OR-1-12 and OR-2-12 as affected metrics and Trunks as an affected product.
UNE Specials OR-1-04, OR-1-06	July 2000 – January 2002	Issue previously documented in the July 25, 2001 cover letter was implemented incorrectly for UNE. UNE Special Service orders with less than 10 lines should have been included in OR-1-06. They were incorrectly included in OR-1-04. Process will be corrected with the February 2002 data month.
Trunks OR-1-12, OR-2-12	July 2000 – February 2002	ASR disconnects have not been included in the metrics. Process will be corrected for the March 2002 data month.
UNE, Resale, Retail Specials OR-204, OR-2-06	July 2000 – February 2002	Metrics includes duplicate rejects. Rejects issued against a unique PON, identical and subsequent to the first reject should be excluded. Process to be corrected with March 2002 data month.

PR-4 Missed Appointments
PR-6 Installation Quality

Product	Month(s)	Comment
Resale and Retail Specials PR-6-01 (NJ only)	July 2000 – March 2002	Installation activity on some DS1 orders was not captured. This affected the denominator only, causing the Resale and Retail DS1 volumes to be understated. Process will be corrected with the April 2002 data month.
Retail Specials PR-4-01, PR-4-02, PR-6-01 (DE, MD, NJ, VA, DC, WV only)	November 2001 – February 2002	Certain orders were omitted from the denominator. Process will be corrected with the March 2002 data month.
UNE Specials PR-6-01 (ME, NH, VT only)	May 2001- February 2002	IOFs were being counted twice in the denominator. Process will be corrected with the March 2002 data month.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Resale POTs MR-2-03	December 2000 – January 2002	Calculation of the denominator was using an incorrect data element. Process was corrected with the February 2002 data month.

West States:

MR-2 Trouble Report Rate
PR-4 Missed Due Dates
PR-5 Facility Missed Orders
PR-6 Installation Quality

Product	Month(s)	Comment
Resale and UNE - Trunks MR-2-01, PR-4-01, PR-5-03, PR-6-01 (Texas only)	July 2000 – January 2002	A test CCNA was included in the CLEC aggregate results. Process was corrected with the February 2002 data month.

PR-3 Completed within 5 days

Product	Month(s)	Comment
Resale POTs, UNE Loop, Retail PR-3-08, PR-3-09	September 2001 – February 2002	Current process did not include all CLEC orders where the service is reserved in advance and exclude all orders where the customer requested due date is beyond what is offered. Process will be corrected for the March 2002 data month.
Resale POTs, UNE Loop, Retail PR-3-08, PR-3-09 (PA and IL only)	January 2001, May-July 2001, September 2001	Holidays were not excluded from the measurement interval. Process was corrected in the November 2001 data month.

NP-1 Percent Final Trunk Group Blockage

Product	Month(s)	Comment
Trunks NP-1-04	July 2000 – January 2002	Only observations greater than zero were populated on the web report. Process was corrected in the February 2002 data month.

OR-1 Order Confirmation Timeliness
OR-2 Reject Timeliness
OR-5 Percent Flow-Through
PO-1 Response Time OSS Ordering Interface
MR-2 Trouble Report Rate
MR-3 Missed Repair Commitments
MR-4 Trouble Duration Intervals
MR-5 Repeat Trouble Reports
PR-3 Completed within 5 days
PR-4 Missed Due Dates
PR-5 Facility Missed Orders
PR-6 Installation Quality

Product	Month(s)	Comment
UNE, Resale, Retail OR-1-02, OR-1-04, OR-2-02, OR-2-04, OR-5, PO-1-03, PO- 1-06, PO-1-08, MR- 2, MR-3, MR-4-01, MR-4-08, MR-5, PR-3-09, PR-4-02, PR-4-04, PR-4-05, PR-5, PR-6-02 (CA, OR, FL and WA only)	October 2001- January 2002	The Verizon affiliate data for OnePoint Communications dba Verizon Avenue (CCNA = VEN) has been incorrectly included in the CLEC Aggregate reports. Process was corrected with the February 2002 data month.